



# Community Risk Register

Community Resilience

prepare

respond

recover

## About the Local Resilience Forum

The Hampshire and Isle of Wight Local Resilience Forum comprises of local Emergency Service Responders (Police, Fire, Ambulance), Local Authorities, as well as associated businesses, organisations and voluntary sector representatives.

Through the Local Resilience Forum, these organisations work together to prepare for, respond to, and recover from emergencies.

Further information on the activities of the Local Resilience Forum can be found online at [www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk) or [www.iowprepared.co.uk](http://www.iowprepared.co.uk) or by using the contact details at the back of this booklet.

# Community Risk Register

Brought to you by your local resilience forum

Emergencies can affect anybody with little or no notice

Being prepared can help reduce the effects on people's lives, reduce the need for support from others and enable you to support the vulnerable members of your street and community.

The risks described in this booklet are the most extreme examples of what can happen. Other smaller events, like a gas leak or adverse weather, could require you to leave your home for a period of time or leave you stranded, affecting your everyday life.

If you are involved in an incident and believe you may be in danger always dial 999 and request the appropriate emergency assistance.

If you are not in danger but may be affected indirectly, you may be advised to

**GO IN, STAY IN, TUNE IN.**

Complete a **Household Emergency Action Plan** and keep it in a safe and accessible place in your home.

# What are the very high risks in Hampshire and the Isle of Wight?



Pandemic flu



Industrial accident



Flooding



Terrorism



Widespread electricity loss

# Risk matrix table

As a partnership the Local Resilience Forum considers all risks by looking the likelihood of them occurring and considering the potential impacts, to our health (casualties, fatalities and psychological effects), the local economy, the local environment and people's lives (evacuation, shelter, utilities). Go to [www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk) or [www.iowprepared.co.uk](http://www.iowprepared.co.uk) to view the full community risk register this is based on.

		<b>Widespread electricity loss</b>		
	Major transport accidents	<b>Industrial accident (toxic)</b>	<b>Pandemic flu</b> <b>Flooding</b>	
		Volcanic effusive gas	Severe weather	
Building collapse		Infectious disease Animal disease	Transport accidents	Pollution
	Bridge collapse	Plant disease		



For more info, go to  
[www.gov.uk/guidance/pandemic-flu](http://www.gov.uk/guidance/pandemic-flu)

## Pandemic flu

An influenza (flu) pandemic is a worldwide event in which many people are infected with a flu virus in a short time.

The World Health Organisation considers an outbreak to be a pandemic when:

- The infection hasn't been seen before and there is no natural immunity
- The infection affects humans
- It spreads easily and survives in humans

A flu pandemic can occur at any time. A pandemic can occur in waves, possibly weeks or months apart. Each wave may last 15 weeks and up to half the population could be directly affected.

**If pandemic flu occurred again, information and guidance would be provided by the Department of Health**

## Case study

Meet **Caroline**, who was 23 when she contracted swine flu.



“In 2009, I contracted swine flu. I was bed bound and felt very weak for a couple of months. Luckily my parents were there to help me and ensure I had medicine from the pharmacy. They also helped me to get to the clinic to pick up my Tamiflu tablets.

I always get my flu jab, because I'm an essential worker my work provides me with one. I've also had to think about who would help me out if it happened again as I don't live with my parents anymore.”

## How your Local Resilience Forum is reducing risk:

We've worked together to agree roles and responsibilities in the event of a pandemic flu occurrence. This planning links to the World Health Organisation's trigger levels and will allow us to respond effectively together, should the risk occur.

Arrangements are in place to consider any risk which might result in excess deaths, including pandemics.

NHS England-South (Wessex) take the lead locally for understanding and planning for this risk, and ensuring the wider partners in the Local Resilience Forum, such as police, local authorities and fire services understand the risk and the potential impacts on their services.

## Case study

Meet Jon, Emergency Planning Manager for NHS England



“We first became aware of Swine Flu in 2009. Straight away public sector organisations came together to plan how to deal with the potential consequences of the outbreak.

We put out early information to schools and care homes. Decisions were implemented as to where people would be able to get anti-viral medication from.

Since then our health service has undergone a lot of changes and our resilience plans have been updated to reflect this.

We hold regular multi-agency pandemic flu planning meetings and hold exercises to test our arrangements.”



## Things you can do to prepare

- Keep a stock of 'over the counter' medications for cold and flu
  - Be aware of your workplace arrangements
  - Know the arrangements for your child/children's school(s)
  - Have your doctor's phone number to hand
- Call NHS 111 for general advice.**

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## Things to consider as part of your community

Who might be able to help you if you were too ill to go out and get medicine?

Who might you be able to help if they were ill?



For more info, visit [www.gov.uk/floodsdestroy](http://www.gov.uk/floodsdestroy)  
or contact Floodline on 0345 988 1188

# Flooding

Many people think that flooding will never happen to them – but it could. Our local area is at risk of coastal, fluvial, groundwater and surface water flooding. Almost five million people in England are at risk of flooding and this is only going to increase with a changing climate.

During the winter of 2013/14 over 1,500 properties including homes and businesses were flooded in Hampshire and the Isle of Wight. Hundreds more were protected by flood defences.

When property does flood it has a huge impact on individuals, businesses and communities and the return to normal life can take many months.

## Case study

Cathie's home was flooded in February 2014.



“I was recovering from a major operation when my home was flooded. I found it very stressful and I didn't know who to contact for help.

Thankfully our community rallied round and with support from Hampshire County Council's Emergency Planning team they helped us formulate an emergency action plan for the future.

I now chair the Buckskin's Flood Action Group which has brought the community together and helped us share connections so our area is resilient to an emergency.”

## How your Local Resilience Forum is reducing risk:

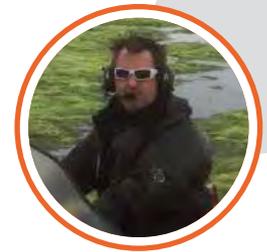
As a partnership, we have planned together to make sure we are clear about our roles and responsibilities in responding to flooding.

Your Local Resilience Forum considers which areas are most vulnerable to flooding, we put plans in place and then actively encourage communities at risk to plan for what they can do in the event of a flood. More than 60 communities have done just this and worked with us to produce their own Community Emergency Action Plan.

The Environment Agency (Solent and South Downs Area) take the lead locally for ensuring partners in the forum, such as police, local authorities and fire services understand the risks and potential impacts.

## Case study

Meet **Cormac**, an **Environment Agency Officer** who was involved in the multi-agency response in winter 2013.



“During the 2013/14 floods I was deployed to Winchester, Lyndhurst and Basingstoke, providing the vital link between the Environment Agency and partners in the police, fire service, local authorities and army.

I provided the latest flood forecast and helped to develop response plans that ranged from deploying barriers and managing river flows to evacuating residents.

By all working together we were able to help minimise the impacts of flooding on the community.”

**Information and guidance on flooding is provided by your local authority and the Environment Agency**

## Things you can do to prepare

- Use the Environment Agency's maps to find out if you're at risk from flooding
- Sign up for free flood warnings for your area
- Create a Personal Flood Plan / Community Emergency Action Plan
- Know your buildings / contents insurance contacts
- Keep your valuable / sentimental items upstairs if you can
- Think about whether property flood protection would work for you



## Things to consider as part of your community

What items would you need if you were evacuated? (medicine, documents)

Are there ways your street / neighbourhood could be better prepared for flooding?

A close-up photograph of a flashlight lying on a dark, textured surface. The flashlight is angled towards the upper left, and its beam of light is cast onto the surface, creating a bright, circular pool of light. The flashlight has a textured grip and a lens at the front. A small loop of cord is attached to the side of the handle.

**In the event of a power cut, call 105  
for free help and advice.**

## Electricity loss

A nationwide loss of electricity is an extreme scenario that has not occurred in the UK to date. Whilst this risk is considered very unlikely, our reliance on electricity means that even localised outages can have severe impacts on those affected.

A nationwide loss of electricity would affect millions of consumers and critical services. The technical recovery process is called “Black Start” and could take up to five days to restore power if there is no damage. If significant damage is caused to the transmission lines, usually linked to severe weather, it could be weeks before some parts of the network are fully recovered and power is restored.

**Information and guidance on electricity loss is provided by Scottish and Southern Energy Networks**

## Case study



Meet **Matt**, in 2016 he experienced power loss in his home in Southampton.

“It was a typical British bank holiday, as there was terrible weather and a storm. My electricity went off about 11am on the Saturday and didn’t get reconnected until the Monday.

It constantly amazes me how reliant we are on electricity. Wifi is a necessity and basic things like keeping warm, having lights on and being able to have a hot shower become problematic.

I’m actually quite prepared, so I always have torches about the house and I’m signed up to the Met Office alerts so I get a beep on my phone if there’s a weather warning. The bank holiday was much worse for some of my more vulnerable neighbours.”

## How your Local Resilience Forum is reducing risk:

There are a number of risks which could result in electricity loss, including severe space weather, storms, gales and flooding.

We have arrangements in place to share information between emergency responders when these events are predicted, to make sure we are prepared.

We work closely with our local electricity supplier, Scottish and Southern Energy Networks (SSEN) and community groups to develop community emergency plans.

SSEN provided funding to numerous community groups, who have supported their plans by purchasing equipment such as generators, sleeping bags and torches.

## Case study



Meet **Nathan**, Customer and Community Advisor at SSEN, during Storm Katie he was involved in the response.

“I’m part of the customer service team, and it’s my job to make sure if electricity is off people get the support they need.

More than 900 engineering, technical and support staff worked through the bank holiday weekend to get power on. Fordingbridge took slightly longer than other areas to get back on supply so we sent out a welfare van, where people could charge their phones and get hot drinks.

We gave free meals to customers who were without electricity for more than 12 hours, and offered accommodation for those without power overnight.”

## Things you can do to prepare

Sign up to the Met Office alerts, and the SSEN Power Track app

Keep a torch handy and avoid using candles or paraffin heaters

Keep an analogue or charged mobile phone to hand

(many modern phones, especially digital or cordless, won't work without power)

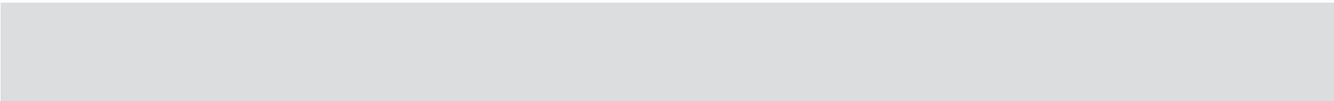
If you're vulnerable, over 60, pregnant or dependant on electric medical equipment you can sign up to SSEN's Priority Services Register

**Call 105 if there's a power cut.**

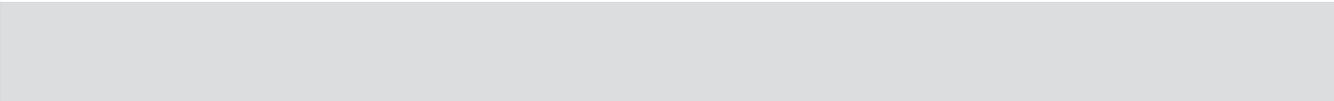
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## Things to consider as part of your community

Speak to neighbours about potential power cuts and how you could help each other.



Ensure vulnerable neighbours can contact friends or relatives in an emergency.





**You can search for sites that are subject to Control of Major Accident Hazards (COMAH) regulations near where you live or work, on the HSE website**

## Industrial accident (toxic release) with widespread impacts

Much has been done in the UK both to help prevent industrial accidents and to minimise their effects, but they can still occur. In most cases they will have no, or a very limited, impact beyond the immediate vicinity and can be dealt with locally, although it is possible for there to be more significant consequences.

All types of incidents can occur such as fires and explosions, but locally the risk with the biggest potential impact would be a toxic release.

Many of the effects of this risk are similar to large fires, evacuations and potential contamination sites.

**Information and guidance may be provided by the site operator if it is a large site, through a Public Information Zone.**

## Case study

Rapanui is an eco-fashion company from the Isle of Wight, affected by the fire in Cowes in January 2016.



“Many of our neighbours lost everything. Despite the fact that flames were licking our back door, a mixture of wind direction, the design of the building and some top-notch firefighting saved us from total destruction.

So whilst we had no power, internet or phones for a few days, and lost some stuff to smoke, we returned to work with the majority of the business repairable.

We worked around the clock to get back on track. There was an immense amount of insurance admin to do on the stuff we lost.”

## How your Local Resilience Forum is reducing risk:

Hampshire County Council have arrangements for large hazardous sites in the area, these arrangements are trained and exercised at least every three years.

Hampshire Fire and Rescue Service also have specific arrangements for each site. Other supporting work, such as local authority rest centres, the evacuation arrangements and the recovery after a major incident, get exercised regularly and would help support a response.

Hampshire County Council take the lead for this risk and support the multi agency partners. If you live within the Public Information Zone, the site operator will provide you with an information leaflet which will tell you how you will be notified and what you should do in the first instance.

## Case study



Meet **Lisa**, who works for the **Isle of Wight Council's** Emergency Management Team.

"I was on duty the week of the industrial park fire in Cowes. As soon as the call came in from Isle of Wight Fire, I was deployed to site with a colleague to liaise directly with the emergency services.

The role of the council is to look after people's welfare, and we've got responsibilities for anyone who's temporarily made homeless because of an emergency like this. I kept in contact with fire and police, and liaised with our highways contractors and the Environment Agency to close roads around the site.

All agencies were keeping the public informed, advising those who were not evacuated to stay inside and keep their windows closed."

## Things you can do to prepare

Know your buildings / contents insurance contacts

Know the arrangements for your children's school(s) and your employers

You may be advised to take 'shelter': stay in your home with the doors and windows closed, for a long time, ensure you have essentials (such as medication)

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## Things to consider as part of your community

If there is a COMAH site near you is everyone aware of the Public Information Zone, especially new neighbours, or people who are older:

Are there ways your street / neighbourhood could be better prepared for large fires or smoke plumes requiring 'shelter' with doors and windows closed?

# An introduction to terrorist and other malicious attacks

Since August 2014, the threat to the UK from international terrorism stands at 'severe', meaning an attack is highly likely. The level of threat is complex and ranges from individuals intent on carrying out crude attacks, to sophisticated networks pursuing ambitious and coordinated plots.

The increased level of activity is matched by increased action by the police and security services and the public should remain alert but not alarmed. The police service and its partners are doing everything they can to help protect the security of communities, public institutions, critical national infrastructure, businesses and places.

The police play a key role in stopping people getting drawn into terrorism and violent extremism. Under Prevent, partners work to prosecute, disrupt and deter extremists as well as reaching out to communities and safeguarding the vulnerable. Communities defeat terrorism, which is why there must be a strong relationship between the public and police.

## What can you do?

Remain vigilant and report any suspicious activity to the UK's free, confidential Anti-Terrorism Hotline on 0800 789 321

**Stay safe** – think about your own and the public's safety

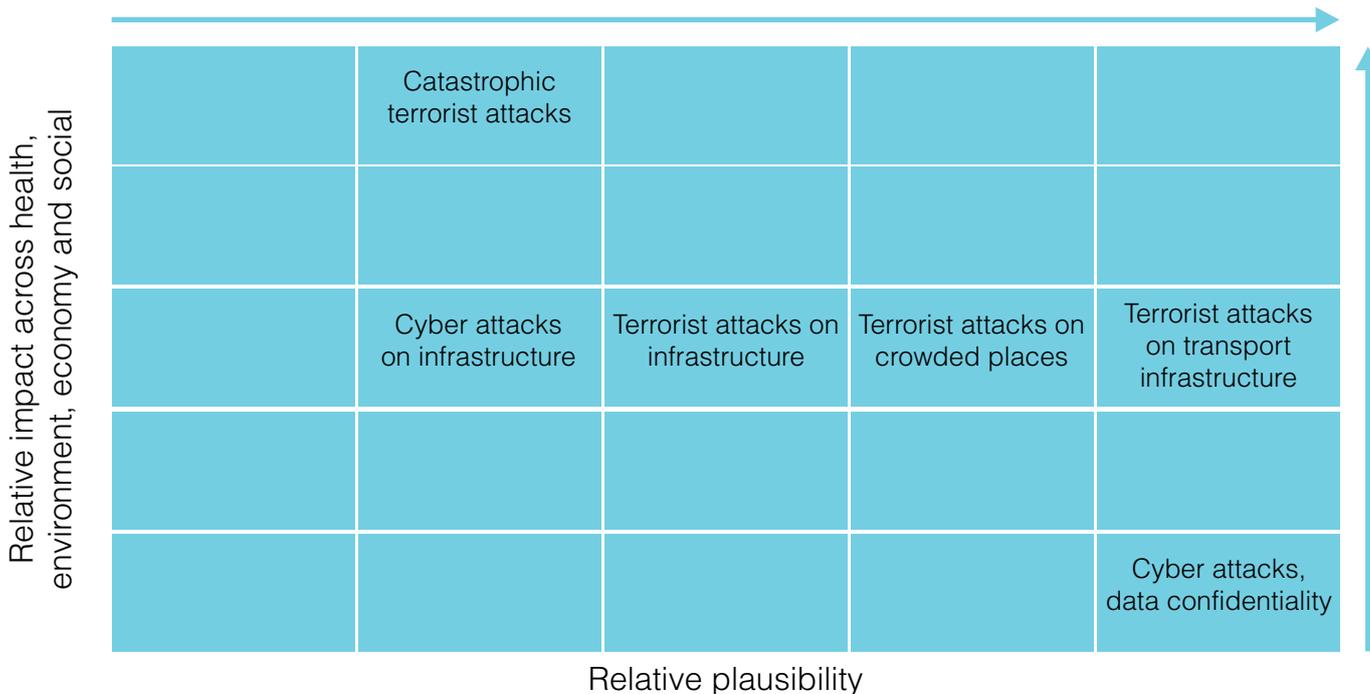
**See** – what is happening and where

**Tell** – communicate; describe incident / type of weapon

**Act** – stay safe, update, observe / contain

## Risk matrix of potential threats (including terrorist and other malicious attacks)

The Local Resilience Forum considers the impacts of malicious attacks and ensures they have generic plans to ensure communities remain safe. The national risk assessment this is based on can be found online, search for **National Risk Register 2015** to view it.



# Community Resilience

Emergencies such as; adverse weather, large fires, gas explosions, bomb threats, disruption to utilities all have a potential impact on communities. You can be more resilient as a household and a community by being prepared.

## Household Emergency Action Plan

Hampshire and Isle of Wight Local Resilience Forum has developed a Household Emergency Action Plan booklet to help households be resilient in times of crisis.

Things you could add to your Household Emergency Action Plan:

- Your non-emergency telephone numbers – doctors, schools, insurance companies
- Household contact details
- Create an emergency box or bag in case of emergency evacuation or being advised to shelter in your own home for a long period of time
- Location of your isolation points for your utilities
- Details of vulnerable neighbours that you may be able to help



# Community Emergency Action Plan

Community resilience measures can be as little as just having a designated point of contact within a community to receive warnings and messages from emergency services and local authorities or a formal plan that community members have access to.

## Getting started:

When getting started on a community emergency action plan you should:

- Identify your community
- Use existing community relationships and involve them
- Form a Community Emergency Group with an identified leader
- Identify vulnerable premises and people within the local area
- Identify specific risks and specific actions
- Establish knowledge of skills and expertise within a community
- Establish knowledge of special equipment or vehicles within a community
- Identify community buildings which can be used as places of safety
- Go to the website below and get started on your Community Emergency Action Plan



Go to [www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk) or [www.iowprepared.co.uk](http://www.iowprepared.co.uk)

# Prepare, Respond, Recover

Central government provides a national risk register, which is publically available.

The Cabinet Office has been working on supporting communities to be prepared. Information can be found by looking for 'communities prepared' online.

Hampshire and the Isle of Wight Local Resilience Forum works with communities to be prepared for the risks that might happen. We do this through individual talks with groups, or working with local networks such as parish councils to develop plans.

This risk booklet was produced using information from the 2015 risk assessments undertaken by Hampshire and the Isle of Wight Local Resilience Forum.

If you wish to find out more go to [www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk) or [www.iowprepared.co.uk](http://www.iowprepared.co.uk)



# Are you prepared?

The Community Risk Register is produced by the Hampshire & Isle of Wight Local Resilience Forum and is contributed to by the following agencies:

- Basingstoke & Deane Borough Council
- British Transport Police
- Eastleigh Borough Council
- East Hants District Council
- Environment Agency
- Fareham Borough Council
- Gosport Borough Council
- Hampshire Constabulary
- Hampshire County Council
- Hampshire Fire and Rescue Service
- Public Health England
- Hart District Council
- Havant Borough Council
- Isle of Wight Ambulance Service
- Isle of Wight Council
- Isle of Wight Fire and Rescue Service
- Maritime and Coastguard Agency
- New Forest District Council
- NHS England (Wessex)
- Portsmouth City Council
- Rushmoor Borough Council
- South Central Ambulance Service
- Southampton City Council
- Test Valley Borough Council
- Winchester City Council
- Category 2 Responders (Health and Safety Executive, transport and utility companies)

Want to get in touch?

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[www.hampshireprepared.co.uk](http://www.hampshireprepared.co.uk)

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